

CSC Adopted: **October 2001** , CSC Revised: \_\_\_\_\_**Class Title: Computer Operations Supervisor****BRIEF DESCRIPTION OF THE CLASSIFICATION:**

Maintains the efficiency of the city computer operations bureau. Oversees departmental production completion and supervises and monitors computer operators.

**ESSENTIAL FUNCTIONS:**

*This information is intended to be descriptive of the key responsibilities of the classification. The following examples do not identify all duties performed by any single incumbent. Specific requirements of individual positions are described in the Job Description.*

Physical Strength Code		ESSENTIAL FUNCTIONS
1	S	Supervises the computer operations bureau by monitoring staff work, performing performance evaluations, scheduling, developing, and disciplining employees, monitoring and maintaining computer supplies, overseeing computer system operations, calculating payroll hours and shift differential pay, assisting staff, providing information and advice, and ensuring program accuracy.
2	S	Manages production functions by scheduling city client production schedules, ensuring process completion, setting up distributed report criteria, making personnel or departmental name change corrections, making report allocation corrections, coordinating with other departments, assisting at the help desk, and performing computer operator functions when required.
3	M	Monitors the production of the mainframe computer by printing reports, preparing the production for distribution and monitoring the hardware for proper functioning.

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CLASS REQUIREMENTS	
Formal Education / Knowledge	Work requires broad knowledge in a general professional or technical field. Knowledge is normally acquired through four years of college resulting in a Bachelor's degree or equivalent.
Experience	Four years experience in computer operations.
Certifications and Other Requirements	N/A
Reading	Work requires the ability to read technical manuals, Standard Operating Procedures, email, various logs, and written instruction.
Math	Work requires the ability to perform general math calculations such as addition, subtraction, multiplication and division.
Writing	Work requires the ability to write emails, correspondence, various logs, and employee evaluations.
Managerial	N/A
Budget Responsibility	N/A
Supervisory / Organizational Control	Work requires supervising and monitoring performance for a group of regular employees in a work unit, including providing input on hiring/disciplinary actions and work objectives/effectiveness, and realigning work as needed.
Complexity	Work is governed by broad instructions, objectives, and policies. Work requires the exercise of considerable initiative and independent analytical and evaluative judgment.
Interpersonal / Human Relations Skills	Contacts others within the organization. These contacts may involve similar work units or departments within the City which may be involved in decision making or providing approval or decision making authority for purchases or projects. Vendors and suppliers may also be called upon for information on purchases, supplies or products. Meetings and discussions may be conducted with customers, brokers and sales representatives.

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Sedentary	Light	Medium X	Heavy	Very Heavy
S = Sedentary Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time	L = Light Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	M = Medium Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	H = Heavy Exerting 50-100 lbs. occasionally, 25-50 lbs. frequently, or up to 10-20 lbs. constantly.	VH = Very Heavy Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

**PHYSICAL DEMANDS:**

C = Continuously 2/3 or more of the time.	F = Frequently From 1/3 to 2/3 of the time.	O = Occasionally Up to 1/3 of the time.	R = Rarely Less than 1 hour per week.	N = Never Never occurs.
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*This is a description of the way the job is currently performed; it does not address the potential for accommodation.*

PHYSICAL DEMANDS	FREQUENCY CODE	DESCRIPTION
Standing	O	Office equipment, mounting tapes, checking production work
Sitting	F	Computer, desk work
Walking	O	Inter-office, to/from office equipment
Lifting	O	Boxes of paper
Carrying	O	Boxes of paper
Pushing/Pulling	R	Printer paper
Reaching	R	Printer paper
Handling	F	Printer outputs, magnetic tapes, boxes
Fine Dexterity	F	Computer keyboard, telephone keypad
Kneeling	O	Loading printer
Crouching	O	Loading printer
Crawling	N	
Bending	O	Lifting boxes of paper, loading printer
Twisting	O	Loading and unloading printer
Climbing	N	
Balancing	N	
Vision	C	Computer, desk work
Hearing	C	Staff, supervisor, telephone
Talking	F	Staff, supervisor, telephone
Foot Controls	N	
Other (specify)	N	

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Decollators, burster, box cutters, telephone, push carts, computer, laser or inkjet printer, tape drives, DASD, TPX, CA Scheduler, New Dimension, Peregrine, Proval, Microman, Microsoft Windows and Office Software, Service Center and Enterprise PM/Admin. Software

**ENVIRONMENTAL FACTORS:**

D = Daily	W = Several Times Per Week	M = Several Times Per Month	S = Seasonally	N = Never
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HEALTH AND SAFETY		ENVIRONMENTAL FACTORS	
Mechanical Hazards	W	Dirt and Dust	D
Chemical Hazards	M	Extreme Temperatures	S
Electrical Hazards	D	Noise and Vibration	D
Fire Hazards	N	Fumes and Odors	N
Explosives	N	Wetness/Humidity	N
Communicable Diseases	S	Darkness or Poor Lighting	N
Physical Danger or Abuse	N		
Other (see 1 below)	N		

PRIMARY WORK LOCATION	
Office Environment	X
Warehouse	--
Shop	--
Vehicle	--
Outdoors	--
Other (see 2 below)	--

(1)

(2)

**PROTECTIVE EQUIPMENT REQUIRED:**

None

**NON-PHYSICAL DEMANDS:**

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NON-PHYSICAL DEMANDS	
Time Pressures	F
Emergency Situations	O
Frequent Change of Tasks	O
Irregular Work Schedule/Overtime	O
Performing Multiple Tasks Simultaneously	F
Working Closely with Others as Part of a Team	F
Tedious or Exacting Work	F
Noisy/Distracting Environment	O
Other (see 3 below)	N

(3)